GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:787
ANSWERED ON:28.04.2016
Reduction in Air Fare
Singh Shri Sushil Kumar

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Air India and Private Airlines in the country have decided to reduce air fare during the forth coming summer vacations if so, the details thereof;

(b) the steps being taken by the Government to provide quality services by public and private sector airlines in the country; and

(c) whether any survey has been conducted by the Government regarding facilities being provided to the air passengers and the income/loss made by the public and private airlines in the country during the last three years and if so, the details thereof?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Dr Mahesh Sharma)

(a): No, Madam.

(b): With regard to quality of service, Government has not issued any guidelines. However, passengers can convey their grievances about services of airlines to DGCA on its website for taking up with the
respective airlines.

(c): No such survey has been carried out by the Government. Services to be provided to the passengers is the commercial matter of the airlines which they provide to attract the passengers in a competitive aviation market. If the passenger is not satisfied with the services of the airlines or
airlines fail to fulfill passengers amenities/obligations, the passenger may file complain to the statutory bodies set up under relevant applicable laws. The income/loss incurred by public and private airlines is as annexed.